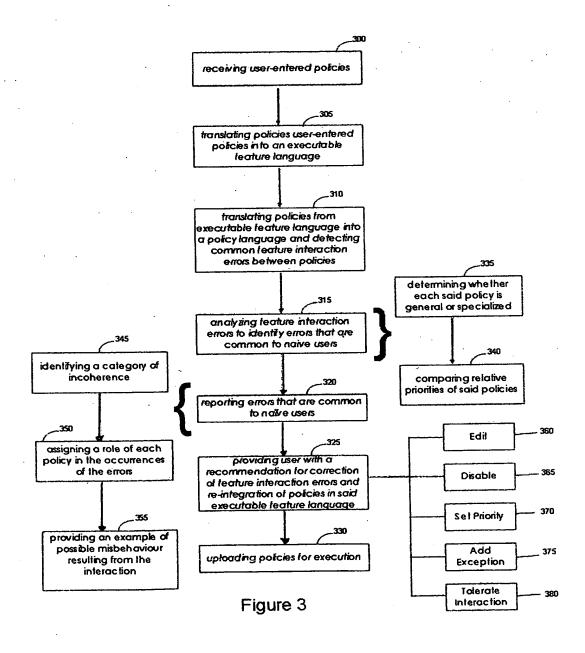
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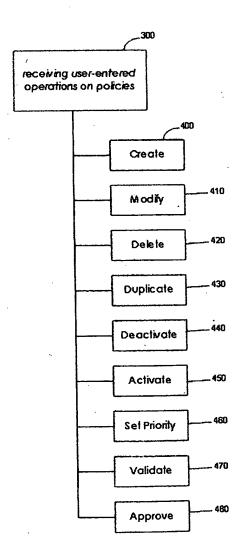


Figure 4

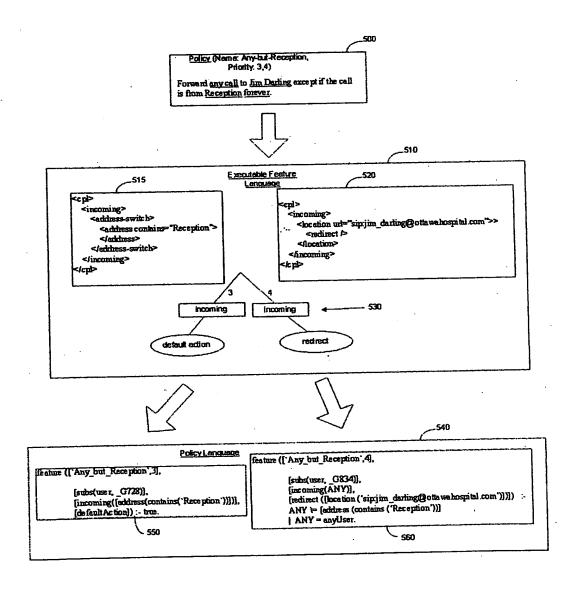


Figure 5

Title: INTERACTIVE CONFLICT RESOLUTION FOR PERSONALIZED POLICY-BASED SERVICES NEW SHEET

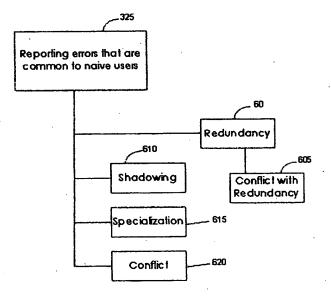


Figure 6